

## CITY OF HAYWARD

### POLICE RECORDS CLERK I POLICE RECORDS CLERK II

#### DEFINITION

To perform a variety of responsible clerical work involving the processing and maintenance of departmental reports, records, and files.

#### DISTINGUISHING CHARACTERISTICS

Police Records Clerk I is the entry level class in this series and performs the more routine tasks and duties assigned to the series. Incumbents work under immediate supervision while learning job tasks and are not required to perform with the same independence of judgment related to established procedures and guidelines as are positions allocated to Police Records Clerk II. Police Records Clerk II is the full journey level class and incumbents are assigned the full range of Police Records Clerk duties and receive general supervision with instruction or assistance provided as new or unusual situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level. Duties in both classes require incumbents to work shifts, weekends and holidays.

#### SUPERVISION RECEIVED AND EXERCISED

Police Records Clerk I receives immediate supervision and Police Records Clerk II receives general supervision from sworn and civilian supervisory personnel, and may receive technical and functional supervision from a Senior Police Records Clerk.

#### ESSENTIAL DUTIES

1. Performs record keeping, logging, filing, indexing, copying and other general clerical work with police records, reports and data.
2. Processes statements, reports, letters, citations, subpoenas, petitions, civil and criminal complaints and other material on a word processor including the transcription of tapes.

ESSENTIAL DUTIES (continued)

3. Assists the public and other agencies at the counter and by phone responding to requests for information, accepting fees, processing vehicle release forms and making copies of relevant documents.
4. Processes, maintains and clears warrants and routes citations to appropriate courts or departments.
5. Processes purchase requisitions, claims for payment and bail bonds; balances cash register.
6. Compiles and inputs police statistics and checks output for accuracy.
7. Sends and receives electronic messages with state and federal Departments of Justice.

OTHER JOB RELATED DUTIES

8. Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Police Records Clerk I

Knowledge of:

- A. Office methods and procedures, telephone and receptionist skills.
- B. English usage, spelling, punctuation and grammar.
- C. Practices of computer data entry.

Ability to:

- D. Learn pertinent codes, public record regulations and penal code sections.
- E. Learn the criteria that determine an emergency or non-emergency.

Ability to (continued):

- F. Learn to operate the computerized records systems.
- G. Work under pressure, while exercising good judgment, and make sound decisions in emergency situations.
- H. Effectively communicate including eliciting information from upset and irate citizens.
- I. Type accurately at 35 net words per minute.
- J. Understand and follow both oral and written instructions.
- K. Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of general office experience including typing and public contact.

Training:

Equivalent to the completion of the twelfth grade.

Police Records Clerk II

In addition to the qualifications of the Police Records Clerk I:

Knowledge of:

- L. Operations and procedures of a law enforcement office.
- M. Pertinent codes, public record acts and penal code sections.

Ability to:

- N. Respond to moderately complex requests for information.

Experience:

Two years performing duties similar to a Police Records Clerk I in the City of Hayward.

Probationary Period: Six months

0119CS94 (Police Records Clerk I)

0120CS94 (Police Records Clerk II)

May 1990

Revised: February 2000

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt